



Quatris Healthco Customer Profile

SAINT ELIZABETH'S HEALTH CENTER

THE BASELINE

St. Elizabeth's Health Center (SEHC) is a faith-based community health center that supports the healthcare needs of the uninsured and underserved individuals and families in Southern Arizona. The Center is in Tucson, Arizona and was founded in 1961. Over the years the Center has transformed from a volunteer-run free clinic as a part of the Catholic diocese, to an independent organization. Based on its geographical location approximately 60% of the patients seen at SEHC are Spanish speaking (all staff are bilingual), and 50% of the patients pay on a sliding fee schedule.

Because the need for medical care from infants to the elderly in the area is essential, there are two other large Federally Qualified Health Centers nearby. Although relatively small compared to the other Centers, SEHC has developed a strong presence in the area and a unique physician staffing model that meets the needs of the community served. The physician staffing model deploys both on-staff as well as contract and volunteer providers that provide additional part-time primary care and specialty care services at the lowest cost possible.

In 2017 SEHC received the PCMH Level 3 accreditation. "St. Elizabeth's was able to utilize our robust PCMH dashboards and we provided step by step guidance to help them achieve this high level of recognition", said Patti Adams, National CHC Director for Quatris Healthco.

THE PROCESS

SEHC is committed to providing high quality healthcare to meet the medical needs of the population. In an effort to better manage the care of its patients, SEHC implemented Centricity Practice Solution PM and EMR in 2007. It was decided early on that they didn't want to run disparate systems, and opted to implement a fully integrated practice management and electronic medical record system at one time versus stagger the implementation.

A few years later the Center added a comprehensive UDS Dashboards tool, a dental component and an analytics solution. All are complementary, fully integrated into Centricity and come from Visualutions, our FQHC development partner.

Over the years the Center has also actively used the Quatris Healthco Podio resource, which is a library of documentation and support resources (including recorded webinars) and is available anytime online. Podio is complimentary for all Quatris Healthco customers and a great resource.

In an ongoing effort to improve communications amongst its patients, the Center implemented the ezAccess Patient Portal in 2016. Although portal engagement has increased since it was implemented a few years back, the Center continues to promote the benefits. Since most patients and family members have smart phones, it's easier to communicate versus calling or having them come into the Center. In 2017 they had 10% of their patient base actively using the portal, and in 2018 that has risen to 20%.

Lastly, SEHC decided to move to the Quatris Healthco cloud vs maintaining an in-house system. Since moving to the cloud the Center no longer needs to have an on-site IT staff.

THE RESULT

For over ten years SEHC has enjoyed working with the Quatris Healthco staff. "Quatris Healthco is easy to work with. Not only are they friendly but the staff is responsive, knowledgeable, understanding and always willing to share tricks and tips. We have also benefited from using Podio so that we can easily share information and train our staff" said Heidi Kurgat, Director of Operations at St. Elizabeth's.

Regarding their move to the cloud the Center had this to say, "Since migrating to the Quatris Healthco Cloud we have been pleased with the service and performance, and it has enabled our resources to be reallocated to other areas", said Heidi Kurgat.

"We are always looking for ways to improve the services we deliver to our patients, and the Centricity system supports that" said Mark Schildt, MD, Chief Medical Officer at St. Elizabeth's.



St. Elizabeth's
+ HEALTH CENTER +

Location: Tucson, AZ

Specialties: Medical, Dental, Behavioral Health, Nutrition

Number of Providers: on-staff and volunteer physicians and mid-level providers

